

Guidance on the Complaints Procedure for Children & Young People

Relationships Scotland provides services for children and young people up to age 18. We hope you will be happy with the service you receive but occasionally something can make you unhappy and wish to complain. This guidance aims to guide you on how to do this.

If you are an adult and wish to make a complaint on behalf of a child or young person, please ask for the *3rd Party Complaints Policy*. If you are the child or young person and wish to make a complaint yourself, you will be able to have any adult as a supporter with you through the process but you will need to be able to talk yourself about the issue that you are not happy with. We want to understand your experience. You will be listened to and we will do our best to try and sort things out for you.

Any complaint needs to be raised within one year of you attending the Service.

This guidance should be read alongside the *National Complaints Policy and Procedures*. You can ask the Service Manager for a copy of this or find a link on the Relationships Scotland National website About Us page.

What to do first

If you are unhappy about anything then we would like to know so that we can try to put matters right. If you feel that you can, please talk to the person that you normally see when you come to Relationships Scotland. If you prefer you can speak to the Service Manager or ask the Manager if you can speak to someone else in the Service who will discuss the issue with you. You can bring an adult as a support if you wish.

We will also make sure that we handle your complaint quickly and in the right way to sort things out. The National Complaints Policy and Procedures shows how long the process will take and you should read this, or show it to an adult who is helping you make a complaint.

What to do next

If you don't want to speak to anyone about it or are still not happy then you can write a letter explaining what the problem is. This is called making a Formal Complaint. Don't forget to include your full name and address and tell us what you are not happy with and when you used the Service.

You can get help with writing a letter or submitting your complaint in another way from any adult that you know, or if you prefer you can ask Citizens Advice Bureau or an Advocacy Service for help. The Service Manager can point you towards an organisation that can help you.

Your complaint will be investigated and you will be invited to a meeting to discuss this. You can take anyone with you to support you. The timescale can be found in the National Complaints Policy & Procedures

If you are still not happy at the end of this you will be able to appeal and the decision there will be final.

Counselling Clients only

If you were seeing a children & young person's counsellor then if you are not happy after the appeal process you can go to COSCA who can check for you that the complaints process has been followed correctly. Their address is 16 Melville Terrace Stirling FK8 2NE